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Beyond Customer Service: Effective Programs for Retaining Your Customers, Richard F. Gerson (Feb., p. 126).
The Book of Five Rings for Executives, Donald G. Krause (April, p. 139).
Building In-House Leadership and Management Development Programs: Their Creation, Management and Continuous Improvement, William J. Rothwell and H.C. Kazanas (Aug., p. 114).
Bullseye! Hitting Your Strategic Targets Through High-Impact Measurement, William A. Schiemann and John H. Lingle (Oct., p. 105).

The Certified Quality Manager Handbook, ASQ's Quality Management Division (June, p. 140).

The Change Handbook: Group Methods for Shaping the Future, Peggy Holman and Tom Devane, editors (May, p. 123).
Contents Under Pressure: 10 Team Based Principles for Coping in an Ever Changing World, Carla Reed (March, p. 104).

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Continuous Improvement in the Primary Classroom: Language Arts, Karen R. Fauss (Dec., p. 120).

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CriticalSHIFT: The Future of Quality in Organizational Performance, Lori L. Silverman with Annabeth L. Probst (July, p. 102).

The Customer and Supplier Innovation Team Guidebook, Patrick H. Norausky (Dec., p. 124).

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GMP Compliance, Productivity and Quality: Achieving Synergy in Healthcare Manufacturing, Vinay Bhatt, editor (Feb., p. 126).

Harnessing Value in the Supply Chain: Strategic Sourcing in Action, Emiko Banfield (Sept., p. 123).

Healthcare Performance Measurement: System Design and Evaluation, Vahé A. Kazandjian and Terry R. Lied (May, p. 123).

The Helix Factor: The Key to Streamlining Your Business Processes, Michael R. Wood (June, p. 140).

How To Use Control Charts for Health-

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- How To Use Patient Satisfaction Data To Improve Healthcare Quality, Ralph Bell and Michael J. Krivich (Dec., p. 120).
- Identifying Environmental Aspects and Impacts, Marilyn R. Block (Nov., p. 123).
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- Implementing Your Strategic Plan: How to Turn "Intent" Into Effective Action for Sustainable Change, C. Davis Fogg (June, p. 140).
- Improving Data Warehouse and Business Information Quality: Methods for Reducing Costs and Increasing Profits, Larry P. English (May, p. 125).
- Insights to Performance Excellence in Education 1999: An Inside Look at the 1999 Baldrige Award Education Criteria, Mark L. Blazey, Karen S. Davidson and John P. Evans (Nov., p. 124).
- Integrating ISO 14001 Into a Quality Management System, Marilyn R. Block and Robert Marash (Aug., p. 114).
- Integrating QS-9000 With Your Automotive Quality System, third edition, D.H. Stamatis (Sept., p. 122).
- An Introduction to the Design of Experiments: A Simplified Approach, Larry B. Barrentine (Sept., p. 122).
- ISO 9001 Standard, Automotive Requirements QS-9000 and Aerospace Standard AS9000 Paraphrased: A Quick Resource for Getting Started, Robert W. Peach and Lawrence A. Wilson (Jan., p. 123).
- Learner-Centered Assessment On College Campuses: Shifting the Focus From Teaching to Learning, Mary Huba and Jann Freed (Oct., p. 106).
- Management Dilemmas: The Theory of Constraints Approach to Problem Identification and Solutions, Eli Schragenheim (May, p. 127).
- Managing by Measuring: How To Improve Your Organization's Performance Through Effective Benchmarking, Mark T. Czarnecki (Jan., p. 123).
- Managing Quality: A Practical Guide to Customer Satisfaction, D.B. Murthy (June, p. 140).
- Managing With Total Quality Management, Adrian Wilkinson, Tom Redman, Ed Snape and Mick Marchington (April, p. 140).
- Mastering and Managing the FDA Maze: Medical Device Overview, Gordon Harnack (May, p. 125).
- The Measurement Nightmare: How the Theory of Constraints Can Resolve Conflicting Strategies, Policies and Measures, Debra Smith (Nov., p. 125).
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